



417 Wayne Ave., Suite 102
Defiance OH 43512
Phone: 419-782-6990

February 6, 2012

Federal Communications Commission
Enforcement Bureau
Washington, D.C. 20554

RE: Annual CPNI Certification

Enclosed are our Document 1 and Document 2 for the 2011 calendar year. Should you have any questions, please contact me at (419) 782-6990 extension 110.

Respectfully submitted,

A handwritten signature in blue ink that reads "Todd Harpest". The signature is written in a cursive style with a long, sweeping underline.

Todd Harpest
CPNI Compliance Officer



417 Wayne Ave., Suite 102
Defiance OH 43512
Phone: 419-782-6990

Document 1

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 6, 2012

Name of company covered by this certification: QualStar Communications, Inc. ("QualStar")

Form 499 Filer ID: 821816

Name of signatory: Todd Harpest

Title of signatory: CPNI Compliance Officer/President

I, Todd Harpest, certify that I am the CPNI Compliance Officer for QualStar, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying checklist demonstrating how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules. *See* Attachment A.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.
If affirmative: N/A

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).
If affirmative: N/A

Signed

Todd Harpest

CPNI Compliance Officer

QualStar Communications, Inc.



417 Wayne Ave., Suite 102
Defiance OH 43512
Phone: 419-782-6990

Document 2
Attachment A
CPNI Checklist

- ✓ QUALSTAR has chosen to prohibit the use of CPNI for marketing purposes between itself and its affiliates, if any.
- ✓ QUALSTAR's Policy Manual(s) has/have been updated to include CPNI.
- ✓ Employees have been trained on the FCC CPNI rules and QUALSTAR's penalties for non-compliance and their signed acknowledgements have been obtained and filed.
- ✓ Employees who might need to access Customer Service Records (CSR) stored in the OSS of other carriers/service providers have been provided a copy of QUALSTAR's CSR Policy, including penalties for non-compliance, and their signed acknowledgements have been obtained and filed. (CSR Policy requires written customer authorization prior to accessing CSR data as part of the new customer sales process).
- ✓ QUALSTAR requires written approval for release of CPNI to third parties.
- ✓ Customer Notice and Authorization forms are readily available to Company employees / Compliance Officer for distribution to customers upon request.
- ✓ QUALSTAR has chosen to not use authorized CPNI for marketing.
- ✓ QUALSTAR provides CPNI education material to customers annually.
- ✓ QUALSTAR will require a password for any customer-initiated telephone contact where call detail information is being requested. If the password can not be provided the call detail information will be mailed to the address of record, or, by calling the customer at the telephone number of record.
- ✓ A Corporate Officer has been named as the QUALSTAR CPNI Compliance Officer and will certify annually that Company is in compliance with all Federal CPNI rules and will make the required annual filing to the FCC.
- ✓ Safeguards are in place with all third parties having access to QUALSTAR customer data or responsibility for creation of QUALSTAR customer data. All applicable parties have attested to their compliance with FCC CPNI Rules and their attestations are on file.
- ✓ Safeguards are in place to obtain the explicit consent of a customer before disclosing a customer's CPNI to a joint venture partner or independent contractor for the purpose of marketing communications-related services to that customer.